

Frequently Asked Questions BLUEJEANS Telehealth Solution

Who can use the BLUEJEANS Telehealth solution? This solution is being rolled out for any HMH Medical Group outpatient practitioner currently using EPIC or GE/IDX. If you have not already done so, please contact your Regional Director regarding the information our IT and Telehealth team will need to initiate the process to get you started.

TECHNOLOGY QUESTIONS

Why was BLUEJEANS selected as our interim solution? Our IT leadership evaluated multiple options and identified that BLUEJEANS was HIPAA compliant, as well as scalable for widespread implementation using existing equipment and technology that was readily available.

BLUEJEANS often experiences problems when I've used it in the past. Aren't you concerned? Most of us use BLUEJEANS in a group setting with multiple participants, where there can be both technical and operator issues. In a one on one session, BLUEJEANS typically runs smoothly.

What is the back-up plan if the BLUEJEANS solution does not work? If for some reason the BLUEJEANS solution does not work, we will Skype and Facetime as alternative. There could be concerns about the practitioners' phone number being visible with these solutions. Facebook LIVE cannot be used.

When will EPIC MyChart Video Visits be available? The EPIC team is working to expedite this solution. Once this is available additional training will be required. GE/IDX practices will continue to use the BLUEJEANS solution.

If I only have the EPIC "front-end" and not the clinical applications, can I use this solution? BLUEJEANS and EPIC are separate technology. You would use BLUEJEANS to conduct the video visit and document your notes using your current process.

Can I conduct a phone visit rather than a Video Visit? Either type of visit is fine. Video visit would likely be preferable for most patients. Please review the Telehealth vs. Virtual Visits Fact Sheet.

What equipment do I need to conduct a BLUEJEANS Video Visit? You will need a computer, Smartphone or Ipad, BLUEJEANS and EPIC/IDX. For those practices using Thin Clients for EPIC, BLUEJEANS may not work on the Thin Clients. If BLUEJEANS does not work on the Thin Client, practitioners, will need a computer, smartphone or tablet in addition to your EPIC access.

Will patients be able to see my email or phone number when we send them the invite or the physician initiatives BLUEJEANS? The BLUEJEANS appointment invitation will go out from a centralized "do not reply" email. If the physicians conduct a video visit, typically only the name is visible to the other participant.

What if there is no Wi-Fi in our office? You can use a hard-wired computer in the office for BLUEJEANS Video Visits.

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OPERATIONAL ISSUES:

Is the BLUEJEANS solution for telehealth for Inpatient or Outpatient visit? This solution is only for outpatient visits/consults currently. If practitioners are using another solution for inpatient consults, they should continue to use their existing solutions.

What training is required for BLUEJEANS Video Visits?

- Front Desk/Medical Receptionist/Practice Manager: BLUEJEANS training for scheduling, EPIC telehealth check-in
- Practitioners: Epic Video Visit documentation and BLUEJEANS training
- Practitioners/Practice Managers: Billing and coding

Who will contact patients to assist with BLUEJEANS' setup? The front desk will schedule an appointment on BLUEJEANS as well as in Epic for the telehealth video visit.

How will you ensure that multiple patients don't join one visit? BLUEJEANS will be set-up so every BLUEJEANS Video Visit uses a unique session.

Can I conduct the Video Visit from home? The recommendation is that the visit be conducted at the practice. You may determine you need to see a patient in person as a follow-up to the video visit.

Can I use the BLUEJEANS video visit for new patients as well as my existing patients? You can use video visits for new and existing patients.

Will we be able to conduct Video Visit for COVID-19 patients? Our consumer Telehealth solution through American Well is overwhelmed with calls at this time, so we will instruct our centralized call center hotline to encourage patients to reach out to their PCPs or pediatricians if they are associated with HMH Medical Group.

BILLING ISSUES:

Are there new billing codes for Telehealth visits? No, Telehealth visits are billed with existing CPT codes with modifier GT.

Will patient be billed for the Telehealth visits? Patients will have cost sharing based on their payor's policy.

Will the RVU be attributed for these visits? RVU will be attributed based on CPT codes billed for the services based on documentation.

EPIC/IT TECHNICAL HEALTH:

North: Email HMMGTraining@hackensackmeridian.org, the team is monitoring and will get back to you.
Central/South: 732-897-2626

JTCC, JFK Faculty, and Behavioral Health Outpatient Practitioners: Contact your routine IT support for practice issues.

The IT Training and Support teams are currently extremely busy. Please always remember to leave your name, practice, and PHONE NUMBER, and they will respond as soon as possible.